



C4IT SERVICE CENTER

# C4IT Service Center Industry Day

C4ITSC | Mr. Mark Powell, SES

15 July 2010



# Vision, Mission, Goals

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The **vision** of the C4IT Service Center is to enable effective mission execution through cradle to grave support for information services and products.

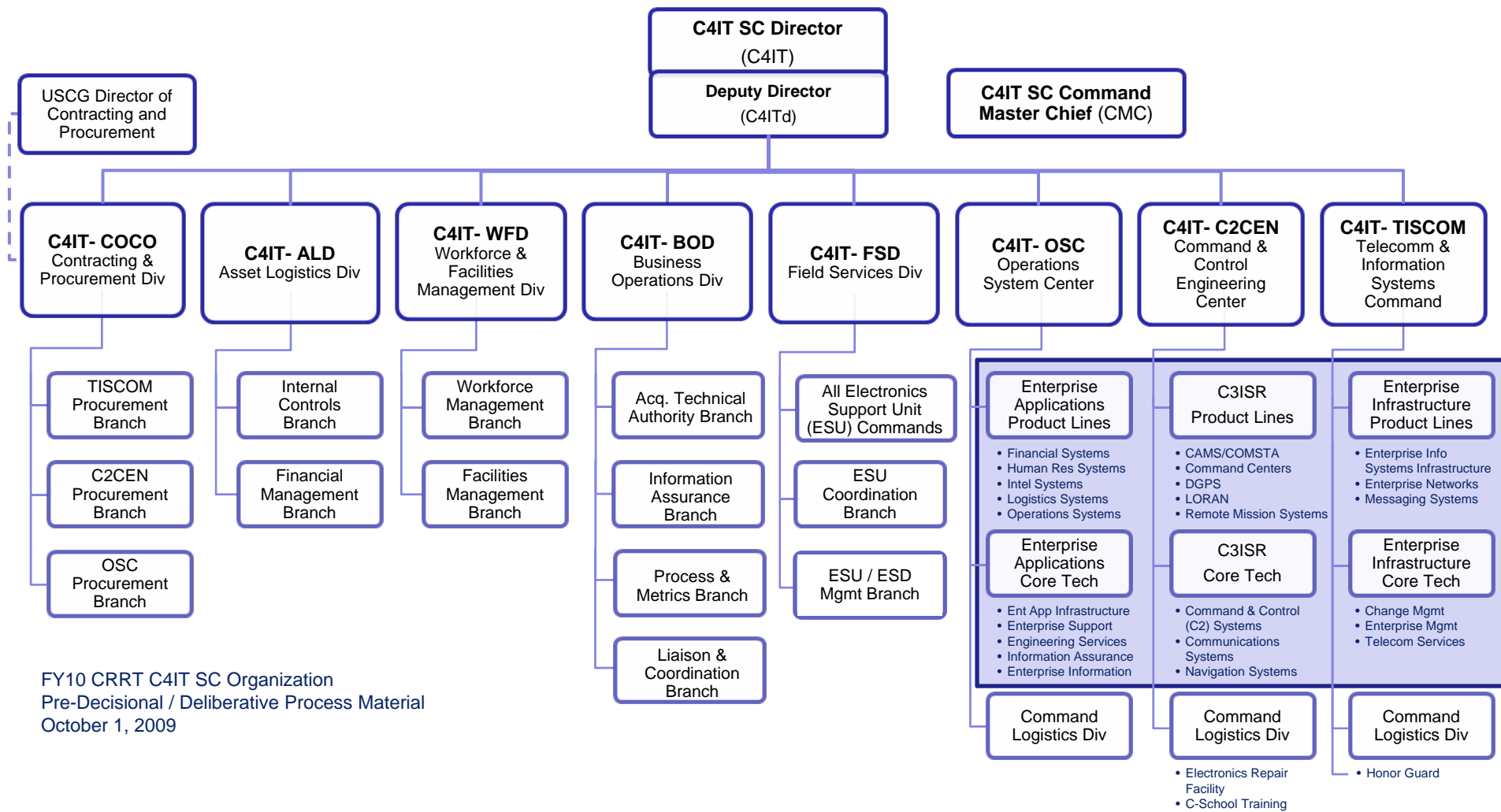
The **mission** of the C4IT Service Center is to provide full life cycle support for Coast Guard Command, Control, Communications, and Computer (C4) and Information Technology (IT) applications, systems and infrastructure enabling Coast Guard personnel to have the information they need to perform their jobs effectively.

## Overarching Strategic Goals

- **Implementing Coast Guard Modernization** within the C4IT community means we will adopt and conform to the aviation business model for logistics support.
- **Managing IT (like a business)** means we will provide value-added services and products that meet our operational partners' requirements.
- **Looking after our people** means we will foster a successful C4IT workforce community by promoting diversity within the workforce, ensuring opportunities for both personal and professional growth, and providing an environment that promotes success.



# C4IT SC Organization



FY10 CRRT C4IT SC Organization  
Pre-Decisional / Deliberative Process Material  
October 1, 2009



**C4IT SERVICE CENTER**

# C4IT SC Centers of Excellence



Operations Systems Center  
(OSC)



Telecommunications and  
Information Systems  
Command (TISCOM)

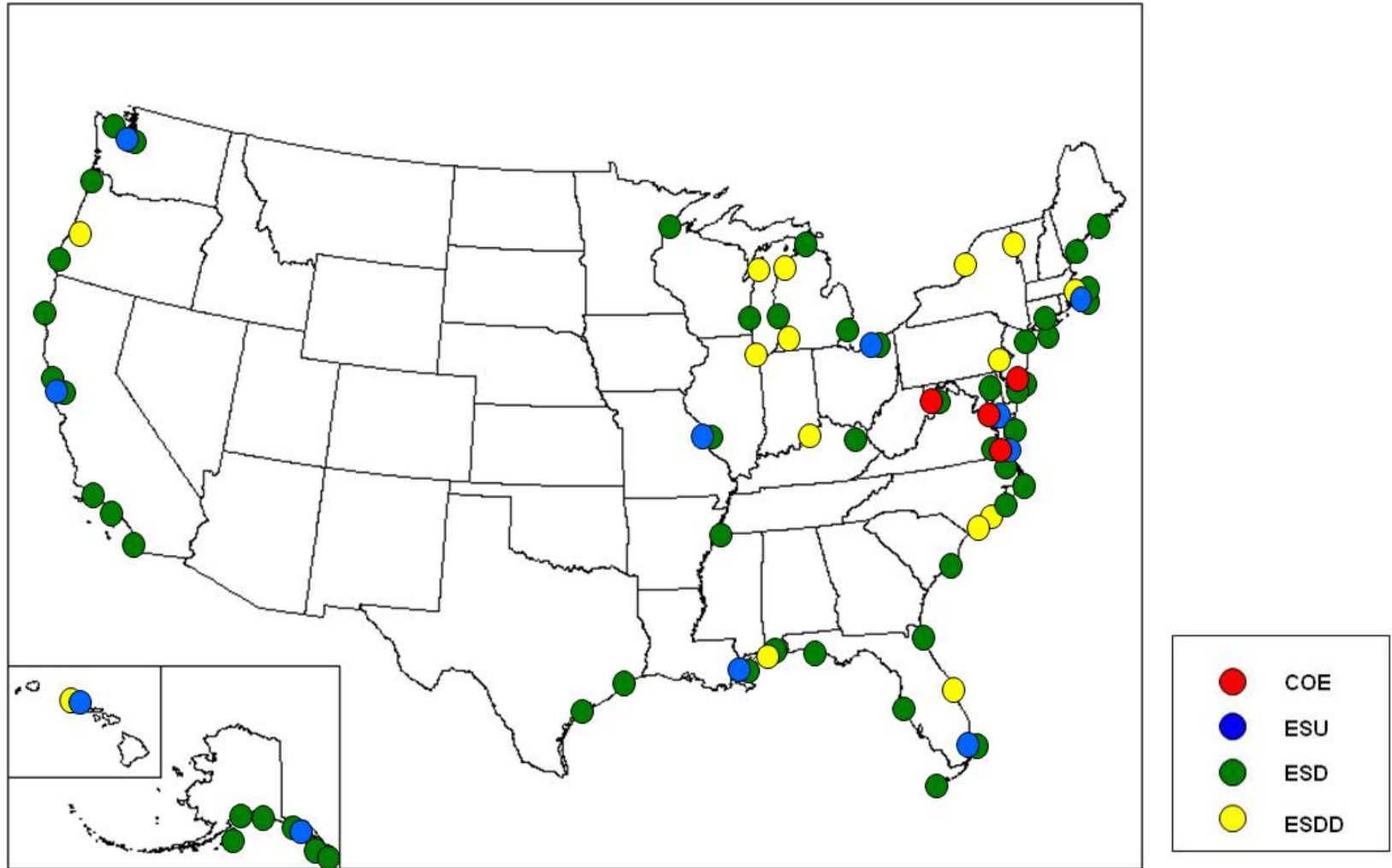


Command and Control  
Center (C2CEN)



# C4IT Service Center Facilities

## "Geographically Dispersed Workforce"



# Workforce Distribution

	Total Members	Contractors	Percentage Contractors
TISCOM	433*	220	51%
OSC	528	460	87%
C2CEN	446	170	38%
FSD	1,453	185	13%

\* Includes CG Honor Guard



# CONOP – Managing IT Like A Business



## Core Technologies

Deliver capability through DCMS product lines

Communications Systems  
Navigation Systems  
Command & Control Systems  
Enterprise Infrastructure  
Enterprise Applications

## C4IT Product Lines

Deliver mission support capability to users

### Enterprise Systems

Financial Systems  
Human Res Systems  
Intel Systems  
Logistics Systems  
Operations Systems

### Enterprise Infrastructure

Enterprise Networks

Ent Info Systems Infrastructure (EISI)  
• Standard Workstation  
• Email  
• IT Security

### C3ISR

Command Centers  
CAMS/COMSTAS  
DGPS /NDPGS  
LORAN  
Remote Mission Systems

• NAIS  
• Rescue 21  
• SRAN

## Global C4IT Support

Field Services Div  
• ESU  
• ESD / ESDD

Centers of Excellence  
• C3ISR (C2CEN)  
• Ent System (OSC)  
• Ent Infrastructure (TISCOM)

## Enablers

COCO Div

Asset Logistics Div

Business Operations Div

Workforce & Fac Div

“Cradle to Grave Support”

“Continuous Service Improvement”



### C4IT Service Center Tenets

- Bi-level Support Model: Depot and Organizational
- Accountable Product Lines and Core Technologies
- Strict Configuration Management
- Total Asset Visibility
- Prime Units for Prototyping
- Maintenance Procedure Cards
- Central Parts Management
- Embedded Contracting
- Process Standardization

C4IT SC CONOP  
Published July  
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# C4IT Service Center has adopted ITIL

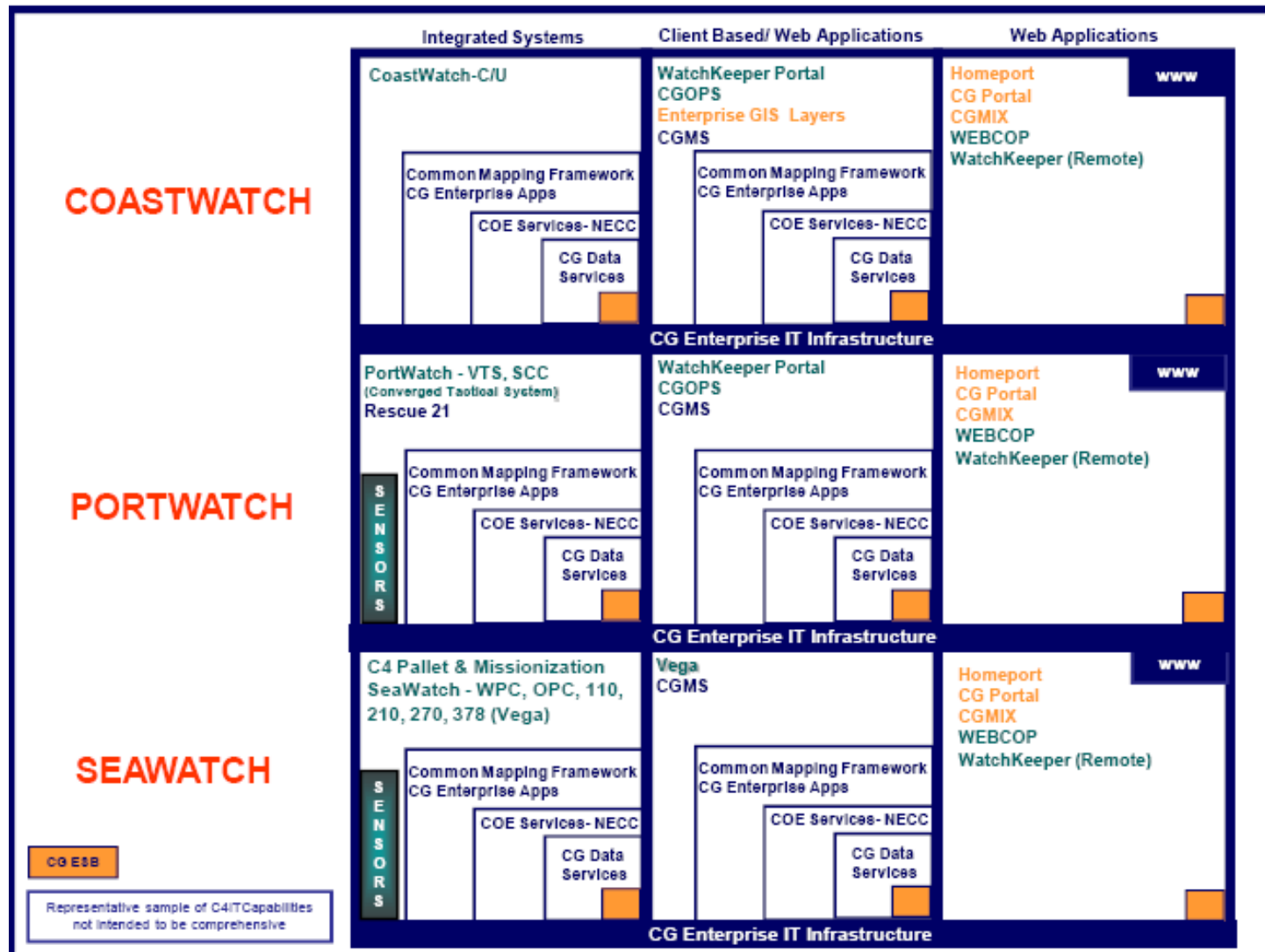
The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for Information Technology Services Management (ITSM), Information Technology (IT) development and IT operations.

Common vocabulary across the Service Center's COEs and Field Service Units

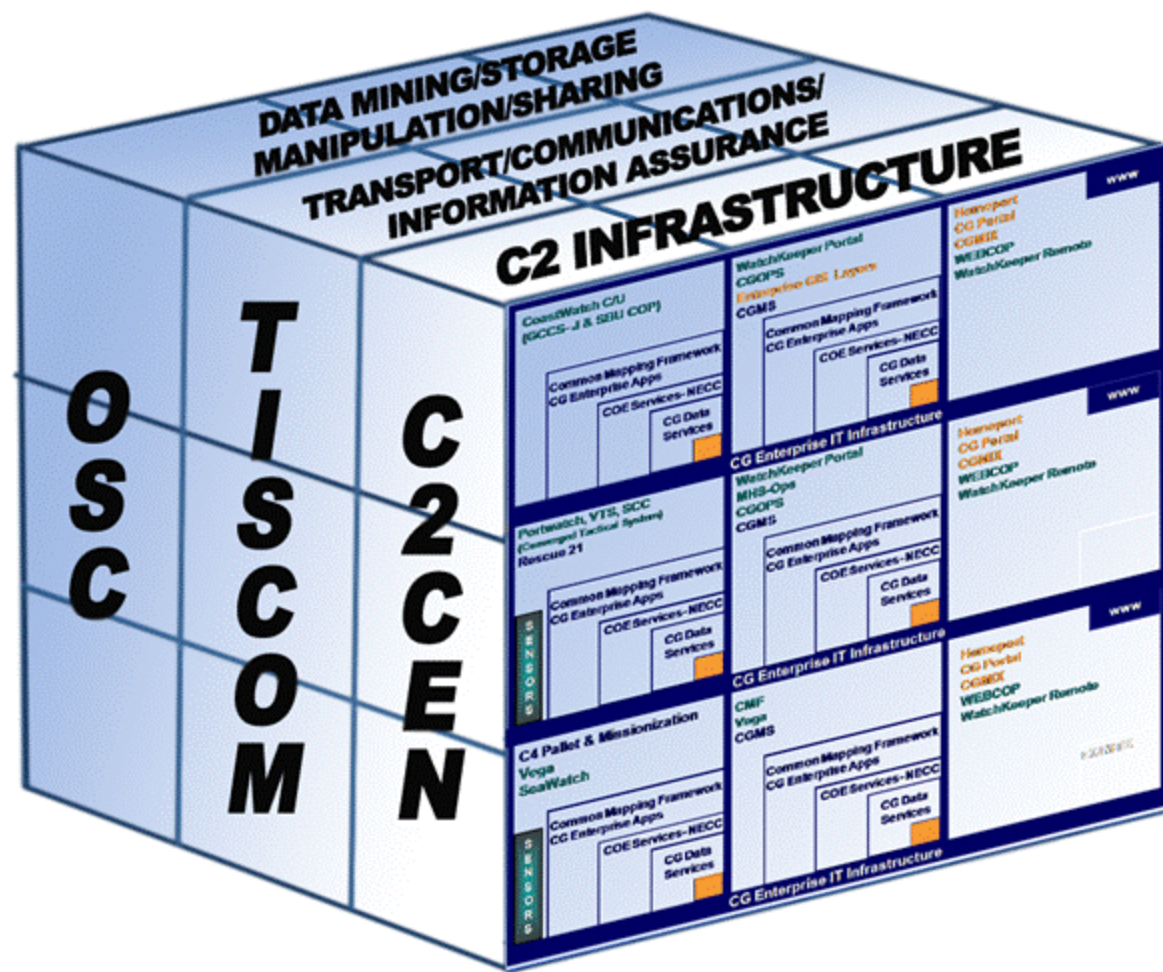
- Better Communication
- Improved Standardization
- Reduced training



# Future Coast Guard C4 Architecture



# C4IT Service Center Capabilities and Expertise



Homeland  
Security

U.S. Department of  
Homeland Security  
United States  
Coast Guard



# Key Initiatives

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## C4

- Enhanced Mission C4IT Capabilities (EMC2)
  - Sea Watch
  - Port Watch
  - Coast Watch
- Cutter Connectivity
- Command 21
- Rescue 21
- Maritime Domain Awareness
- Maritime Patrol Aircraft (CASA) Pallet

## Deepwater

- Deepwater C4ISR
  - National Security Cutter (NSC)
  - Sentinel Class Cutter
  - Offshore Patrol Cutter (OPC)

## Infrastructure

- Cyber Security
- Network Operations
- CG-Portal
- Enterprise Service Bus

## Operations

- Maritime Awareness Global Network (MAGNET)
- Logistics Systems Modernization
- Financial Systems Modernization
- Enterprise Project Management (EVMS)
- Enterprise Requirements Management



# C4IT Service Center at a Glance

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One Stop Shopping for all the Coast Guard's C4IT needs

- Established 9 February 2009
- Combines all Coast Guard C4IT under a single management structure

3,100 Employees (Military, Government, and Contractor) located at over 70 different locations within the U.S.

Annual budget in excess of \$400M

Planning to release over \$1B in acquisition packages over the next two years



# For Additional Information

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**[www.uscg.mil/C4ITSC](http://www.uscg.mil/C4ITSC)**

